



Marin Paratransit Coordinating Council

Monday, April 20, 2026, 1:30 p.m.

Meeting Location

Marin Transit Administrative Office
711 Grand Avenue, Suite 110
San Rafael, CA 94901

Join via Zoom or Teleconference:

<https://us02web.zoom.us/j/86250092225>
+1 669 900 6833
Webinar ID / Access Code: 862 5009 2225

Providing Public Comment

- To provide written public comment prior to the meeting, email info@marintransit.gov or use the comment form at <http://www.marintransit.gov/meetings>. Submit your comments no later than **5:00 p.m. Sunday, April 19, 2026** to facilitate timely distribution to PCC members. Include the agenda item number you are addressing, your name, and address. Your comments will be forwarded to members of the PCC and will be included in the written public record.
- Public comment is limited to two minutes per speaker unless a different time limit is announced. The PCC Chair may limit the length of comments during public meetings due to the number of persons wishing to speak or if comments become repetitious.
- Participating on Zoom or teleconference: Ensure that you are in a quiet environment with no background noise. To raise your hand on Zoom press ***9** and wait to be called upon by the Chair to speak. You will be notified that your device has been unmuted when it is your turn to speak. You will be warned prior to your allotted time being over. Your comments will be included in the public record.

General Meeting Information

- Late agenda material can be inspected at the office of Marin Transit, between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday.
- In case of Zoom outage, dial 515-604-9094; meeting ID: 142-334-233
- All Marin Transit public meetings are held in accessible locations. Documents are available in additional languages and accessible formats by request. Requests for translation and disability-related accommodations or modifications for this meeting may be made to the District Secretary at 415-226-0855 or 711 (California Relay Service) no less than five business days before the meeting.
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- 如果您需要翻译或其他辅助服务，请致电(415) 226-0855 或711。如需查看这些说明的简体中文版本，[请点击此处](#)。
- Nếu bạn cần thông dịch hoặc các hỗ trợ khác, hãy gọi (415) 226-0855 hoặc 711. Để truy cập các hướng dẫn này bằng tiếng Việt, [hãy nhấp vào đây](#).

1:30 p.m. Convene as the Marin Paratransit Coordinating Council

1. **Introductions & Roll Call**
2. **Review of Agenda**
3. **Review of Meeting Minutes for February 2026**

Recommended Action: Approve.

4. **Open Time for Public Expression**

(Limited to two minutes per speaker on items not on the agenda)

5. **New Business**

- a. Marin Access Feedback – **Recommended Action:** Information.
- b. Marin Access Program Evaluations & Upcoming Program Changes – **Recommended Action:** Information.

6. **Old Business**

- a. Public Comment / Question Follow-Up – **Recommended Action:** Information.
- b. PCC Workplan Update – **Recommended Action:** Information.

7. **Agency / Committee Reports**

- a. Marin Transit Updates – **Recommended Action:** Information.
- b. Marin Access Performance Metrics – **Recommended Action:** Information.
- c. GGBHTD Advisory Committee on Accessibility Report – **Recommended Action:** Information.
- d. TAM Citizens Oversight Committee Report – **Recommended Action:** Information.

Adjourn

Next Meeting: June 15, 2026

MARIN PARATRANSIT COORDINATING COUNCIL

February 23, 2026, 1:30PM to 3:00PM

MEETING MINUTES

1. Meeting called to order at 1:31 PM by PCC Chair Michael Harris.
 - a. In attendance
 - i. PCC Members: Michael Harris, Sylvia Barry, Jane Gould, Javier Miranda, Terry Scussel, Patti Mangels
 - ii. Members of the Public: Dmitriy Vanchugov, Cory Fancher, Dominic Buono, Suzanne Kim, Tani Girton
 - iii. Staff (MCTD + GGBHTD): Jon Gaffney, Sandra Romero, Joanna Huitt, Kate Burt, Mohamed Osman
 - iv. Contractors (Transdev): Varuna Faasavalu, Kent Hinton, Sean Brown
2. Review of Agenda
 - a. All present have reviewed agenda, no updates needed.
3. Review of Meeting Minutes for December 2025
 - a. All present have reviewed. Motion to approve made by Jane Gould, seconded by Terry Scussel.
4. Open Time for Public Expression
 - a. Suzanne Kim described challenges that have occurred with her father's paratransit trips as they live outside the paratransit service area. She noted that many older adults live in their neighborhood. She said that she would like to be able to book regional trips online instead of over the phone.
 - b. Joanna Huitt replied that staff will follow up with Ms. Kim.
 - c. Ms. Kim stated that she heard that commenting at PCC meetings is an effective way to communicate feedback.
 - d. Tani Girton asked if the Marin Access Fare Assistance Program (MAFA) is an active program.
 - e. Ms. Huitt confirmed that MAFA is active. She stated she would look at Ms. Girton's MAFA account and follow up with her.
5. New Business
 - a. Brown Act / Member Attendance Updates.
 - i. Staff reported that under the updated Brown Act, PCC members may request remote meeting participation as a reasonable accommodation for a disability. Staff reviewed the procedures for participating remotely as a reasonable accommodation.

- ii. Michael Harris asked about the requirement to disclose whether any individuals 18 years of age or older are in the room with you while participating remotely.
 - iii. Kate Burt explained that similar disclosures have been required in other remote participation procedures. Staff will follow up with information regarding the reason why.
- b. Marin Access Safety Presentation
- i. Staff reviewed Transdev's mission statement, introduced Transdev's safety team, and defined a Perfect Safety Day. Staff reported on Transdev's safety training and evaluation processes. Staff reviewed Transdev's safety technology. Staff listed the 2026 Safety Action Plan's focus areas. Staff highlighted Transdev's procedures for recognizing safe practices.
 - ii. Michael Harris asked about the difference between Transdev and Marin Access.
 - iii. Kent Hinton explained that Marin Access is the name of the suite of services offered, while Transdev provides staffing for the services.
 - iv. Mr. Harris asked about procedures for dropping off a paratransit rider when no one is present to pick up the rider at the destination.
 - v. Sean Brown stated that in that scenario, the driver will call Dispatch. Dispatch will call the rider's contacts, then the paratransit driver will wait with the rider until they are picked up.
 - vi. Mr. Harris asked what would happen if the rider's contact did not show up after that.
 - vii. Mr. Hinton said the paratransit route would continue with the rider as a passenger until they hear from the rider's contact. Then, the vehicle will meet the rider's contact to drop off the rider.
 - viii. Mr. Harris asked if drivers are required to exit the vehicle and assist every rider.
 - ix. Mr. Hinton replied that drivers are required to exit the vehicle and offer to help every rider. He noted that Transdev reminds drivers to do so.
 - x. Terry Scussel commented that many riders are at risk of injury when boarding paratransit vehicles and he has observed some drivers do not make it to the rider in time to help.
 - xi. Sean Brown noted that for safety purposes, only drivers can open the door of paratransit vehicles. Drivers are trained to make sure riders have three points of contact. If a rider falls, drivers are trained to not pick up riders, as they are not medical professionals. Instead, drivers contact

Dispatch and emergency services. Then, the incident may escalate to regional and corporate levels.

- xii. Mr. Scussel stated that sometimes new drivers may make errors in the boarding and exiting process.
- xiii. Mr. Hinton added that experienced drivers may be susceptible to errors as well.
- xiv. Mr. Harris detailed an incident that he heard about, which involved a rider with dementia falling while trying to exit a vehicle on her own.
- xv. Mr. Hinton noted that Transdev reminds drivers to tell passengers to stay seated.
- xvi. Mr. Scussel added that only drivers can open the doors of paratransit vehicles.
- xvii. Mr. Brown stated that staff evaluate drivers' adherence to procedures.
- xviii. Patti Mangels commended the improvements of paratransit drivers.
- xix. Mr. Harris asked if drivers are required to wait with riders until they are picked up during regional transfers.
- xx. Jon Gaffney replied that due to staffing shortages, drivers are currently not required to wait during transfers, but drivers call to confirm that the next paratransit trip will arrive.
- xxi. Mr. Harris asked if Transdev has a live view of vehicle footage, or if they can only review it after a trip.
- xxii. Mr. Hinton responded that Transdev has a live view of vehicle footage, but they do not constantly monitor it. Footage can be reviewed after a paratransit trip is complete. Lytx software enables live footage review and Seon software extracts footage after a trip, so staff may view different types of footage depending on the situation.
- xxiii. Jane Gould asked if Transdev's safety training will change when the new electric vehicles are in service.
- xxiv. Mr. Hinton replied that there will be a bimonthly employee newsletter, the maintenance staff will participate in safety training, and drivers will participate in an orientation.
- xxv. Ms. Gould commented that braking is different in electric vehicles and gasoline vehicles.
- xxvi. Mr. Brown confirmed staff will be trained on electric vehicles.
- xxvii. Ms. Mangels asked about the quantity of new electric vehicles.
- xxviii. Mr. Hinton responded that there will be two new electric vehicles.
- xxix. Mr. Harris asked when the new vehicles will be delivered.

- xxx. Joanna Huitt stated that PCC members will be updated about the electric vehicles. She added that at the next PCC meeting, the safety complaint process will be discussed.
- c. Marin Access Program Evaluations
- i. Staff provided an overview of Marin Access programs and services. Staff reported on ongoing challenges. Staff provided an update regarding staffing goals and the Marin Access enrollment process.
 - ii. Patti Mangels asked about Marin Access' eligibility periods.
 - iii. Joanna Huitt reviewed Marin Access' eligibility periods and the recertification process.
 - iv. Michael Harris asked if there is an outreach program to increase ridership. He asked if staff have a paratransit enrollment goal.
 - v. Ms. Huitt confirmed that outreach is conducted, but there is no paratransit enrollment goal. Staff engage with and educate community members about all Marin Access programs.
 - vi. Mr. Harris expressed concerns regarding the lack of paratransit enrollment goal. He asked if there should be a goal.
 - vii. Ms. Huitt replied that paratransit service is mandated, so service must be provided to all approved applicants and trip requests. Staff are not currently aiming to create an enrollment goal.
 - viii. Terry Scussel commented that many transportation options exist, but not all options meet the needs of all riders.
 - ix. Jon Gaffney explained the financial effects of paratransit service on transportation agencies.
 - x. Ms. Mangels noted that many people do not seek transportation service until they need it, then they turn to their community for information. Many people do not know about all their transportation options.
 - xi. Jane Gould asked where riders should look when they need information about their transportation program options. She asked if Whistlestop operates paratransit services.
 - xii. Ms. Huitt clarified that Whistlestop previously operated paratransit services, but they operate a more specific public service now.
 - xiii. Ms. Gould stated that riders may be more concerned with service areas than program distinctions.
 - xiv. Ms. Huitt explained that staff connect riders with resources. Staff are considering how to streamline enrollment processes for other programs.
 - xv. Sylvia Barry asked if increased paratransit ridership or other program ridership would lead to increased funding.

- xvi. Ms. Huitt replied that paratransit is an unfunded mandate, so funding is allocated for it. Other programs are strategically funded. Additional funding is regularly pursued.
- xvii. Staff reported on progress towards goals pertaining to outreach and community engagement, mobility programs, paratransit, and MAFA. Staff reviewed upcoming program evaluations, planned program changes, and program changes under consideration.
- xviii. Ms. Mangels asked if riders' current Clipper Cards may be used to pay paratransit fares.
- xix. Ms. Huitt said riders may use their current Clipper Cards. Alternatively, riders may obtain new Clipper Cards that will be integrated into their paratransit payment options.
- xx. Staff reported on the Marin Access program evaluation timeline.

6. Old Business

a. Public Comment / Question Follow-Up

- i. None

b. 2026 PCC Workplan Update

- i. Staff reported there were no updates regarding the 2026 PCC Workplan.

7. Agency / Committee Reports

a. Marin Transit Updates

- i. Staff reported on Marin Transit's website and email domain transition. Staff reviewed Next Gen Clipper updates and upcoming service changes. Staff provided an update regarding upcoming electric vehicle deliveries. Staff announced that Robert Betts is Marin Transit's new General Manager. Staff reported that Marin Transit's contract with Transdev will be brought to Marin Transit's March 2, 2026, Board of Directors meeting. Staff announced Marin Transit's receipt of a 5310 grant.

b. Marin Access Performance Metrics

- i. Staff reviewed performance metrics found in the agenda packet and presentation for the meeting.

c. GGBHTD Advisory Committee on Accessibility Report

- i. Staff reported that the GGBHTD Advisory Committee on Accessibility will meet on April 23, 2026, and the January 2026 meeting was cancelled. Meeting attendance outreach is being implemented.

d. TAM Citizens Oversight Committee Report

- i. Staff reported that upcoming TAM Citizens Oversight Committee meeting topics include Measure AA funding and driverless vehicles.

8. Next Meeting on April 20, 2026.

- a. Meeting adjourned at 3:04 PM by PCC Chair Michael Harris.



Marin Paratransit Coordinating Council

Agenda

- 01** Housekeeping
- 02** Introductions & Roll Call
- 03** Review of Agenda
- 04** Review of Meeting Minutes
- 05** Open Time for Public Expression
- 06** New Business
- 07** Old Business
- 08** Agency / Committee Reports

Housekeeping

Housekeeping - General

- If you are comfortable, turn on your camera when speaking
- Keep your audio muted when not speaking
- Use the “raise hand” feature to participate
- Meeting is being recorded for purpose of recording the minutes; recordings will not be shared publicly
- State your name before speaking
- Public comment is limited to two minutes per speaker unless a different time limit is announced

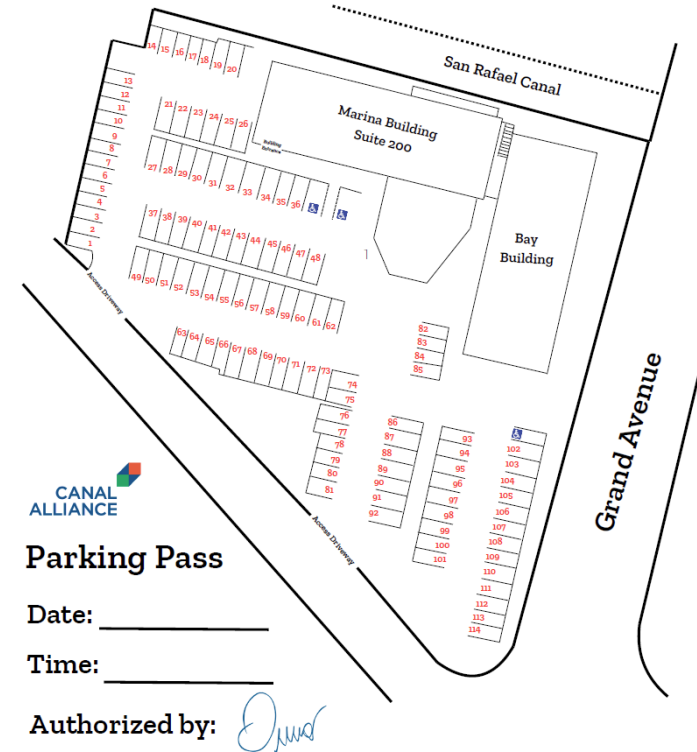
Housekeeping - Zoom

- To raise and lower your hand
 - Keyboard: Windows – Alt + Y | Mac – Option + Y
 - Mouse: Select “raise hand” in toolbar at the bottom of the screen
 - Phone: *9
- Live Auto Captions
 - Turn on captions by selecting the CC icon (show captions) on the menu bar
 - Change the size of captions by selection the up arrow next to the CC and choose caption settings
 - Increase chat display size in caption settings menu
 - Move captions by hovering over captions and drag to preferred location
 - Turn off captions by selection the CC icon (hide captions) on the menu bar

Housekeeping - Parking

- Parking passes are now **required** for all vehicles in the parking lot.
- Vehicles without parking passes will be towed.
- Please let staff know if you need a parking pass at this time.

**- 711 Grand Avenue -
Staff & Visitors Parking Lot Map**



Introductions & Roll Call

Review of Agenda

Review of Meeting Minutes

Open Time for Public Expression

Limited to two minutes per speaker for items not on the agenda.

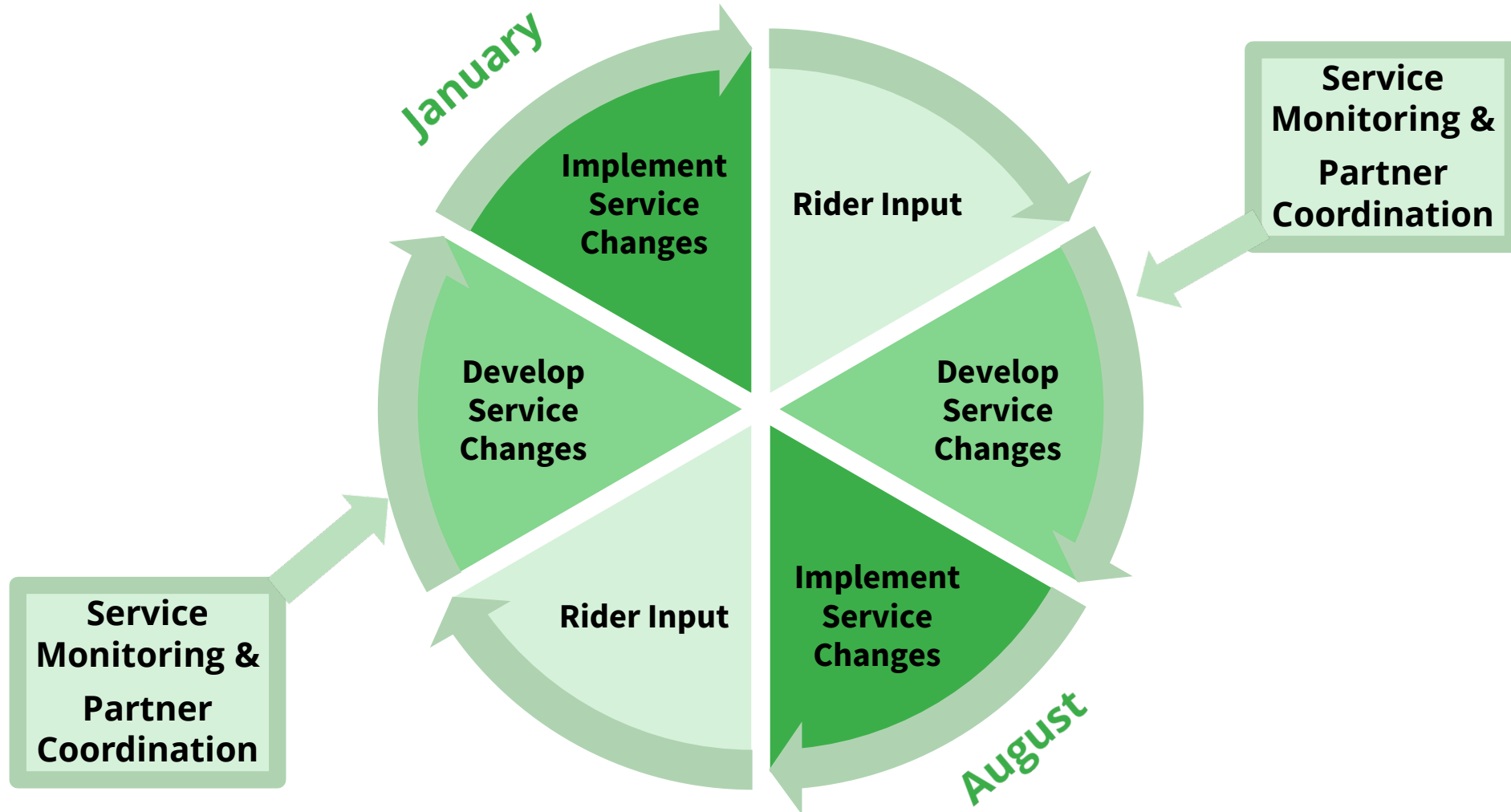
New Business

Marin Access Feedback

Customer Feedback



Rider Input → Service Changes



CIVIL RIGHTS



TITLE VI

Marin Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its services on the basis of race, color, national origin, or income as protected by Title VI of the Civil Rights Act.



ADA

Marin Transit is committed to ensuring that no person is denied access to its services, programs or activities on the basis of a disability.



REASONABLE ACCOMMODATION

Marin Transit is committed to ensuring that services and programs are accessible to everyone including individuals with disabilities by making reasonable modifications to policies, practices, and procedures.

Customer Feedback Process Overview

- 1. Intake
- 2. Documentation (TransTrack)
- 3. Investigation
- 4. Resolution
- 5. Customer Response

Date Recorded 04/14/2026 Report #
Recorded Time 13:17
Customer Service Rep -- Please Select One --

Customer Information

First Name Last Name
Street Address
City State CA Zip Code
Telephone # Alt. Telephone #
Email
Social Media
Language Spoken -- Please Select One -- Passenger?
Preferred Form of Response Email

Customer Comment

Source of Feedback -- Please Select One --
Feedback Category -- Please Select One --
Feedback Type -- Please Select One --

Multiple Issues?

Incident Details

Date Time
Route # -- Please Select One -- Program -- Please Select One --
Direction -- Please Select One -- Vehicle # -- Please Select One --
Bus Stop -- Please Select One --



Intake & Documentation

All customer feedback is entered into TransTrack as received

Each entry includes key details such as date, time, route, and nature of the concern

Entries are monitored by Transdev, MCTD, and GGT teams

All entries are investigated, documented, & each customer receives a response

Investigation

Investigation includes:

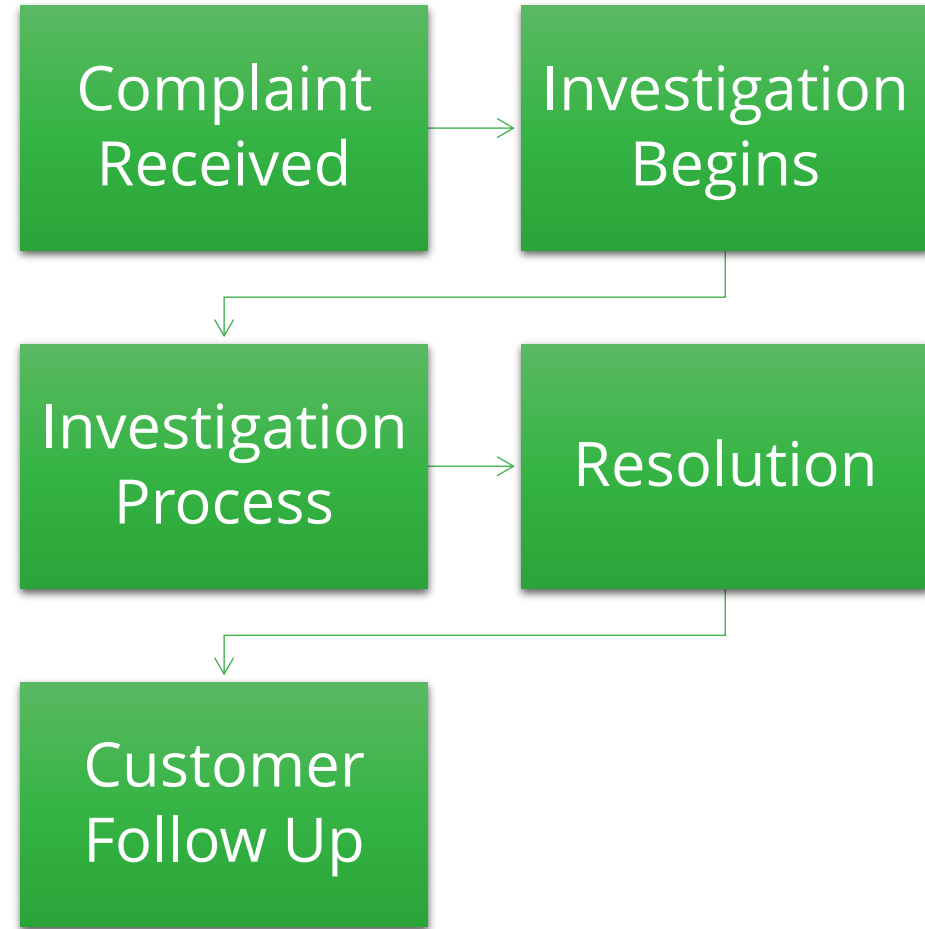
- I. Documentation review of the complaint details
- II. Verification of passenger and trip information
- III. Review of video/audio (Lytx, Seon, Genesys), *if available*
- IV. Collection of operator and staff statements (incident reports)
- V. Complaint resolution, including follow-up actions deemed necessary (driver / staff training refresher, staff memos, policy / procedure updates)

The goal is to review and close all feedback in TransTrack within two business days.

Date of Supervisor Response	<input type="text"/>	
Supervisor Responding	-- Please Select One --	
Video Status	-- Please Select One --	
Resolution & Status		
Date Resolved	<input type="text"/>	
Valid?	<input checked="" type="checkbox"/>	(Check if Yes)
Response To Customer	<div style="border: 1px solid #ccc; height: 80px;"></div>	
Response To Customer Log	<div style="border: 1px solid #ccc; height: 200px;"></div>	
Date of Response to Customer	<input type="text"/>	
Status	-- Please Select One --	
Review With Contractor?	<input type="checkbox"/> (Check if Yes.)	
Additional Comments	<input type="button" value="Choose File"/>	No file chosen
	No Document Available	
Document 1	<input type="button" value="Choose File"/>	No file chosen
	No Document Available	

Investigation Timeline

- The goal is to review and close all feedback in TransTrack within **two business days**.



Tools & Resources



PASS Software – Review trip details (timestamps, notes, booking info)



Lytx / Seon – Video footage for incident verification



Genesys Cloud – Call recordings and customer interactions



Incident Reports – Staff/Operator documentation related to the event

Resolution & Customer Response

What makes for a meaningful response?

- A meaningful response goes beyond acknowledgement; it builds trust and demonstrates accountability.
- It includes acknowledgment, clarity, transparency, and resolution.



Goals



Ensure every voice is heard



Complete thorough investigation



Deliver clear and respectful responses



Continuously improve service quality

Marin Access Program Evaluations & Upcoming Program Changes

Agenda

- 01** Overview of Programs
- 02** Program Evaluations
- 03** Upcoming Program Changes

Overview of Programs

Marin Access Programs and Services Overview

Mobility Programs

For All Marin County Residents Age 65+



Intro to Mobility



Volunteer Driver



Shuttles



Travel Training



Travel Navigators

Paratransit

For Enrolled Riders with Disabilities



Paratransit



**Same Day Paratransit
*Pilot Program***

Fare Assistance (MAFA)

For Enrolled Riders 65+ or with Disabilities, with Income Barriers



\$300 / Year Subsidy



Free Annual Bus Pass



Mobility Wallet
(up to \$200 per month)

Marin Access Challenges

- ✓ Improving legibility of offerings
- ✓ Eliminating barriers to enrollment
- ✓ Prioritizing the needs of the most vulnerable riders
- ✓ Solving complex mobility challenges
- ✓ Streamlining program delivery
- Achieving program stability**
- Ensuring financial sustainability**

Program Evaluations

Marin Access Service Changes – July 2025

Mobility Programs

For All Marin County Residents Age 65+



Intro to Mobility



Volunteer Driver



Shuttles



Travel Training



Travel Navigators

Paratransit

For Enrolled Riders with Disabilities



Paratransit



**Same Day Paratransit
*Pilot Program***

Fare Assistance (MAFA)

For Enrolled Riders 65+ or with Disabilities, with Income Barriers



\$300 / Year Subsidy

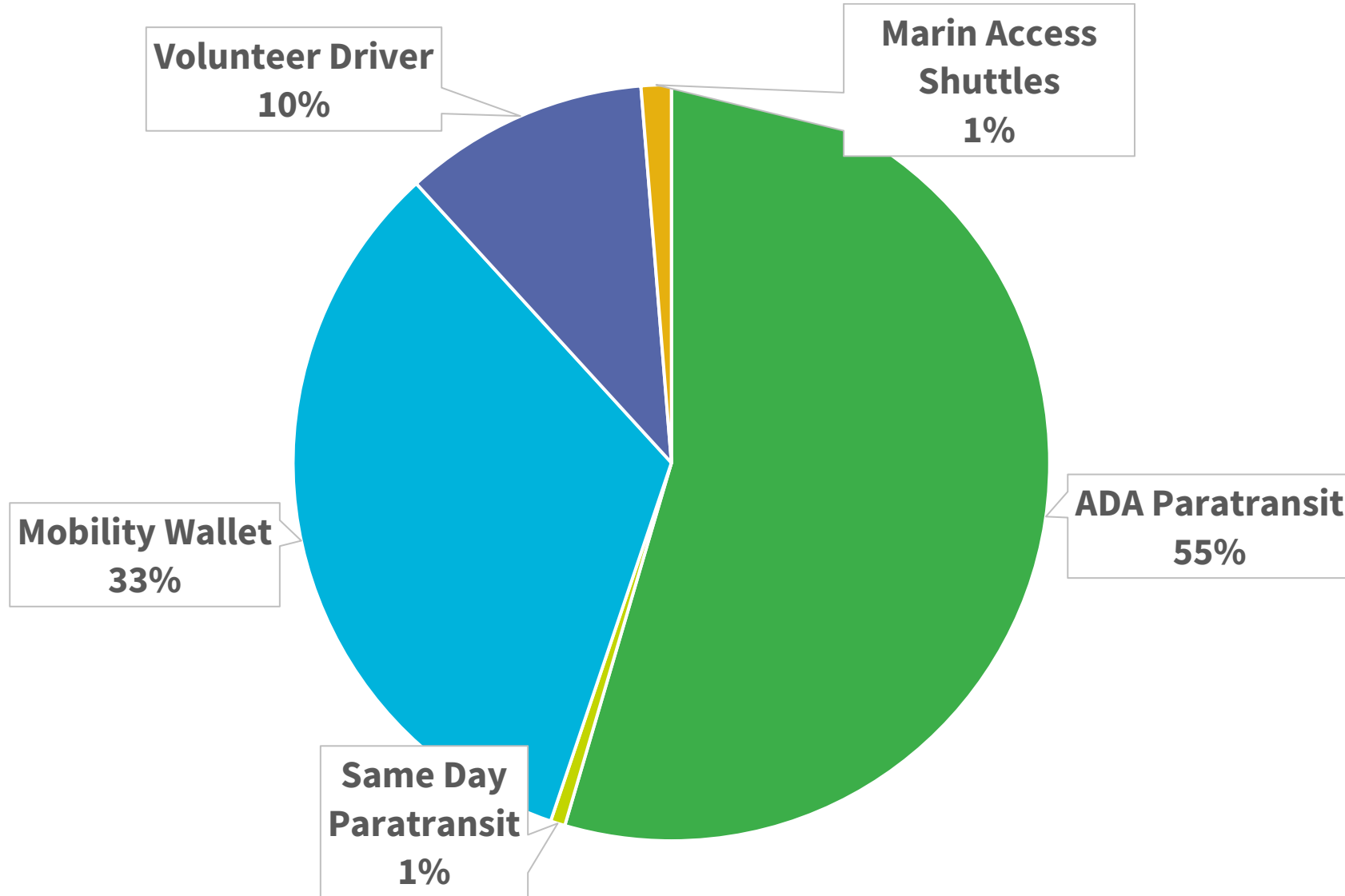


Free Annual Bus Pass



**Mobility Wallet
*(up to \$200 per month)***

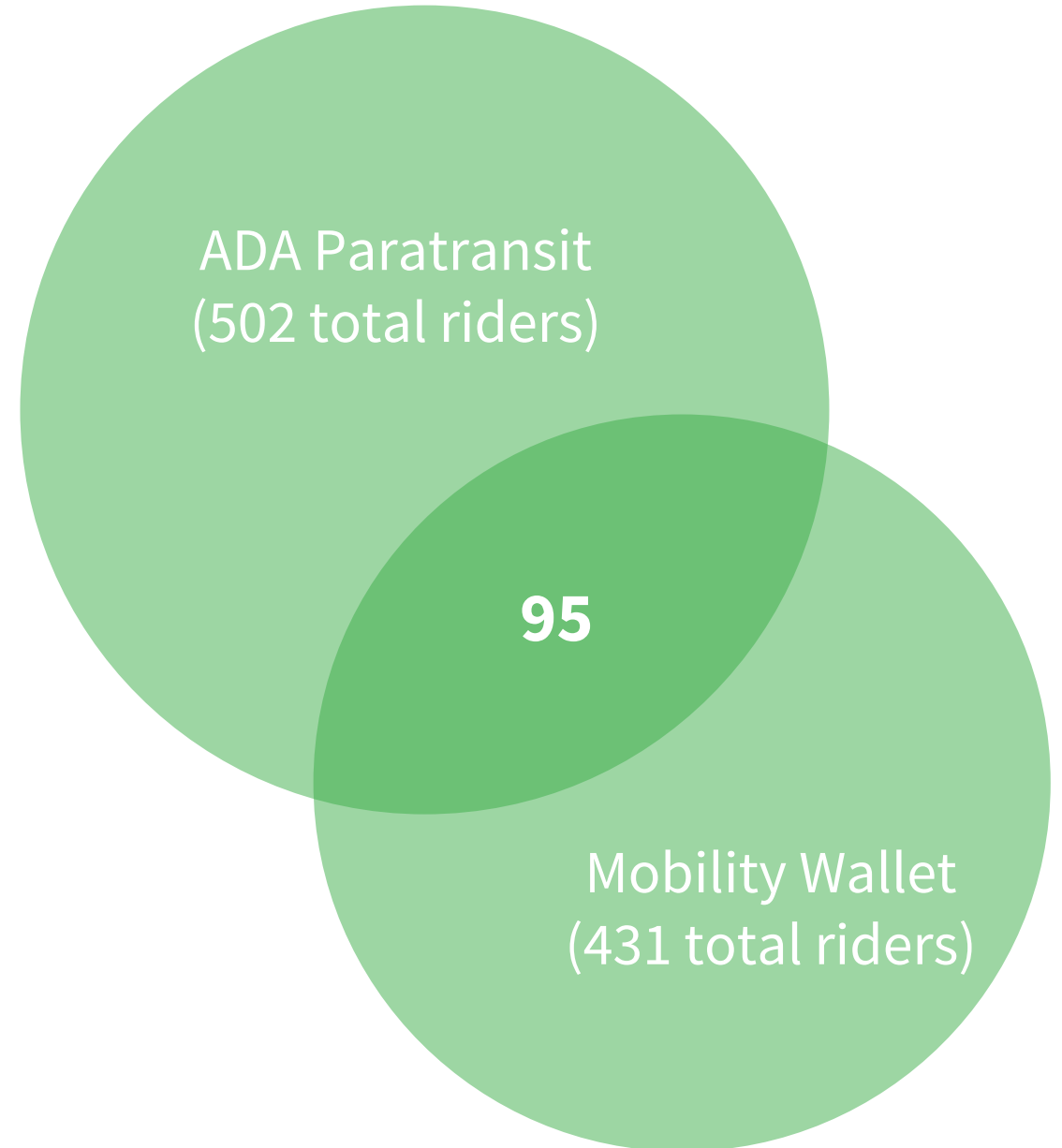
Marin Access Ridership Breakdown (Jul-Dec 2025)



Cross Program Use

Unique Active Riders

- 838 total riders used our two largest Marin Access programs in Jul-Dec 2025
- 19% of ADA Paratransit riders also use Mobility Wallet

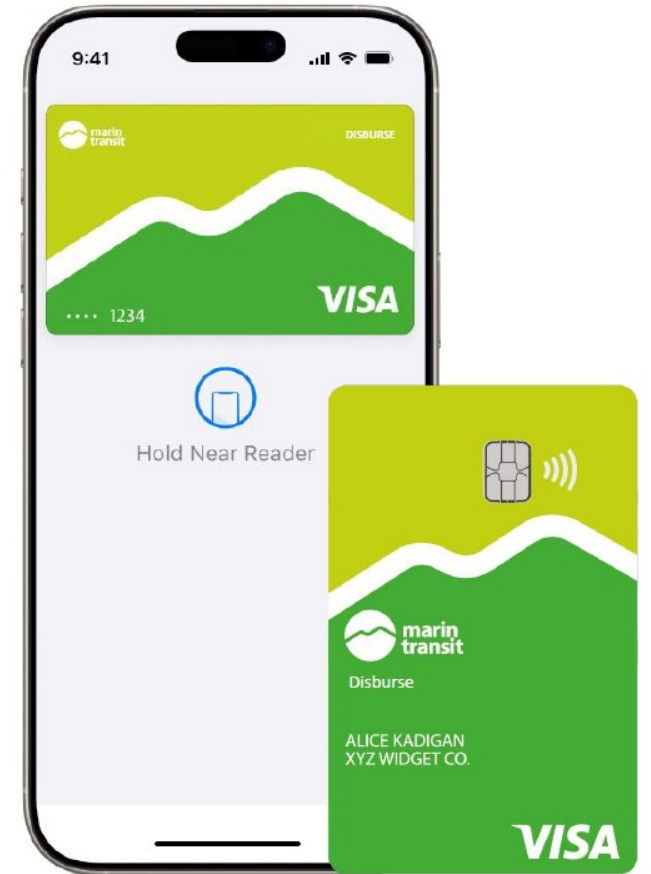




Mobility Wallet

Overview

- Mobility wallet provides rider choice on a trip-by-trip basis and can be used for taxis, TNCs, transit fares, and other forms of local transportation
- Efficient and flexible delivery method for transportation subsidies offered by MCTD
- Three distinct programs offered:
 1. MAFA Mobility Wallet
 - Up to \$200 / month for those with income barriers
 2. CAR Transitional Program
 - Up to \$200 / month for former CAR riders, offered for 6 months
 3. Intro to Mobility
 - One time subsidy of \$200 for new riders





Mobility Wallet

Program Performance : July – December 2025

- The program provides **flexible service and expands mobility** for enrolled riders.
- Program parameters and business rules allow the District to **control costs**.
- Program administration and delivery is **less burdensome** for staff and contractors.

Key Takeaway: The mobility wallet offers expanded mobility and flexibility to riders most in need and provides a mechanism to introduce older adults and people with disabilities to their options.



Marin Access Shuttles: West Marin Expansion

Overview

Point Reyes Shuttle

- 1st & 3rd Mondays to destinations in Novato
- *Expansion:* 2nd & 4th Mondays to destinations in San Anselmo/Fairfax via SGV

West Marin Connector

- Tuesdays between Stinson Beach / Bolinas and Olema / Point Reyes
- *Expansion:* Saturdays between Stinson Beach / Bolinas and Olema / Point Reyes





Marin Access Shuttles West Marin Expansion

Program Performance: July – December 2025

- Ridership did not meet expectations.
- While productivity on Marin Access shuttles is typically low; productivity on expansion service was roughly 50% less than existing shuttles.

Key Takeaway: The service is not well utilized on the expanded days of service.



Same Day Paratransit (SDP) *Overview*

- SDP offers more flexibility for riders, particularly for those that require a WAV
- Premium fare of \$15 / trip v. \$4 for mandated ADA service
- Trips are for local service only and offered on an as available basis
- Designed to utilize existing capacity on ADA service and not increase costs





Same Day Paratransit

Program Performance : July – December 2025

- **13%** of paratransit riders use SDP
- SDP accounted for **1%** of paratransit trips
- SDP has **comparable efficiency** to mandated ADA Paratransit
- Riders appreciate the **flexibility** that same day service offers

Key Takeaway: The program is providing value to riders without increasing per-passenger costs.

Upcoming Program Changes

Service Changes Adopted by MCTD Board of Directors in April 2026

1. The **Mobility Wallet** offers expanded mobility and flexibility to riders most in need and provides a mechanism to introduce older adults and people with disabilities to their options.
 - Board Adopted Recommendation: Extend the mobility wallet through June 30, 2027
2. The **West Marin Connector and Point Reyes Shuttle** are not well utilized on the expanded days of service.
 - Board Adopted Recommendation : Terminate the expansion days on October 1, 2026; continue operation of the WMC through June 30, 2027
3. The **Same Day Paratransit** pilot program is providing value to riders without increasing per-passenger costs.
 - Board Adopted Recommendation : Extend Same Day Paratransit through June 30, 2027

Marin Access Administrative Changes

Change	Implementation Timeline
Updates to duties related to Marin Access enrollment	In Progress
Collateral refresh & website updates	In Progress & Ongoing
Adjustment to MAFA renewal requirement	May 1, 2026
Marin Access & Clipper Enrollment	June 1, 2026
Launch of IVR	June 1, 2026
Shift MAFA bus pass to Clipper	July 1, 2026
Volunteer driver reimbursement rate update	July 1, 2026
Implement Clipper for Paratransit	TBD

Old Business

Public Comment / Question Follow-Up

- Riders living outside the mandated service area
- Brown Act requirement to disclose whether any individuals 18 years of age or older are in the room with you while participating remotely

PCC Goals & Workplan

Goal	Frequency
1. Provide feedback on Marin Transit / Marin Access programs & services	As needed
2. Plan & host a Marin Access staff appreciation event	1x / year
3. Increase PCC Membership with a focus on rider recruitment	Ongoing
4. Provide on-boarding and ongoing education to all new voting members / participants	Ongoing
5. Host a compensated rider focus group to get feedback from riders	1x / year
6. Review & update Paratransit Rider's Guide	As needed
7. Receive an annual update on staff / driver satisfaction & ongoing efforts	1x / year
8. Receive a quarterly update on staff ride alongs	Quarterly

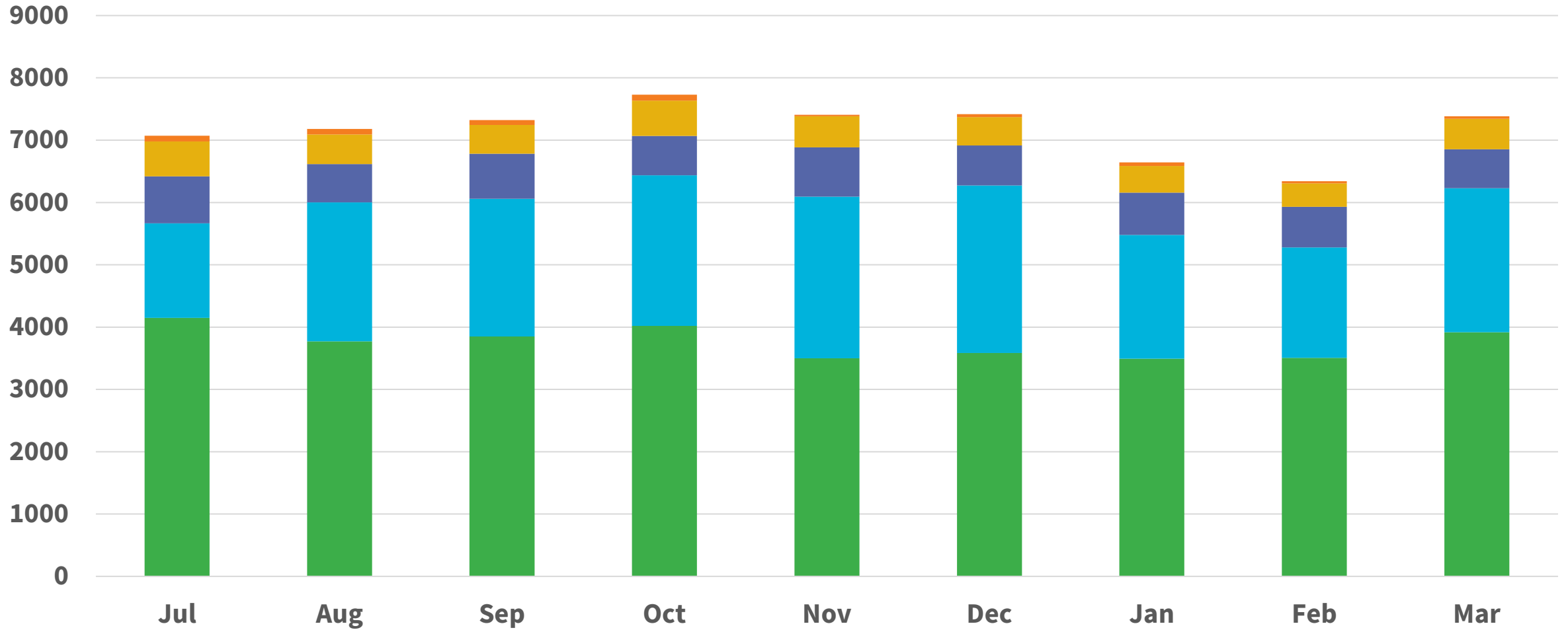
Agency / Committee Reports

Marin Transit Updates

- Marin Transit Service Changes / MASCOTS Update
- Upcoming Fare Promotions
- Next Gen Clipper
- Marin Access EV Pilot
- Marin Access Photoshoot
- What About Age Transportation Fair
- Marin Access Call Queue Updates

Marin Access Ridership Trends

July 2025 – March 2026



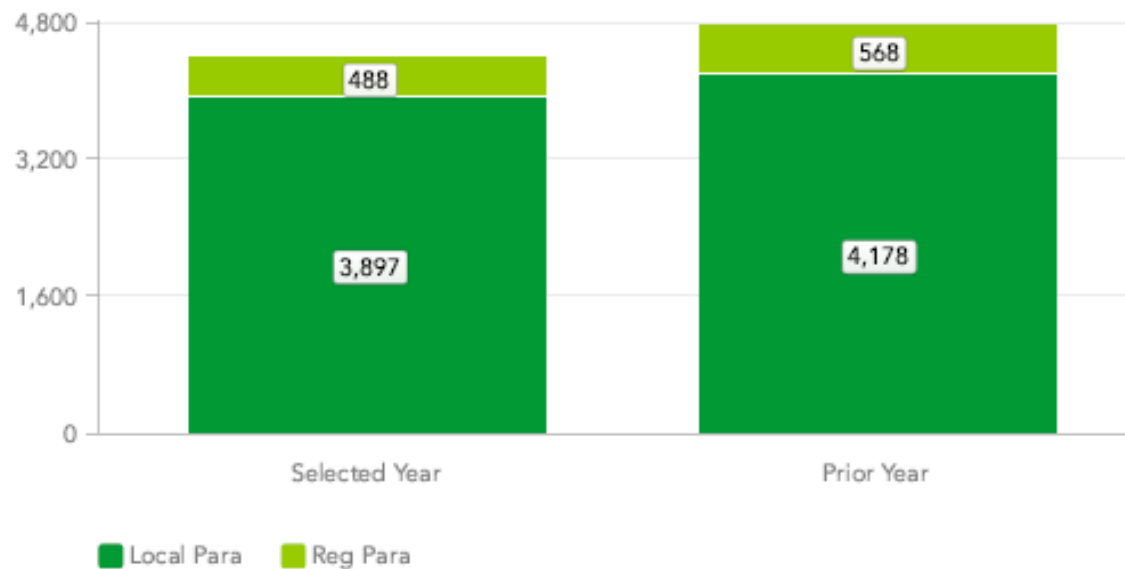
Local Paratransit Catch-A-Ride Mobility Wallet Volunteer Driver Regional Paratransit Marin Access Shuttles



Marin Access Paratransit Ridership

There were a total of **3,897** trips on local and **488** trips on regional paratransit.

Local & Regional Paratransit



Trip Denials - YTD

0

Trip Refusals - YTD

1,019

Performance Standard – Trip Denials

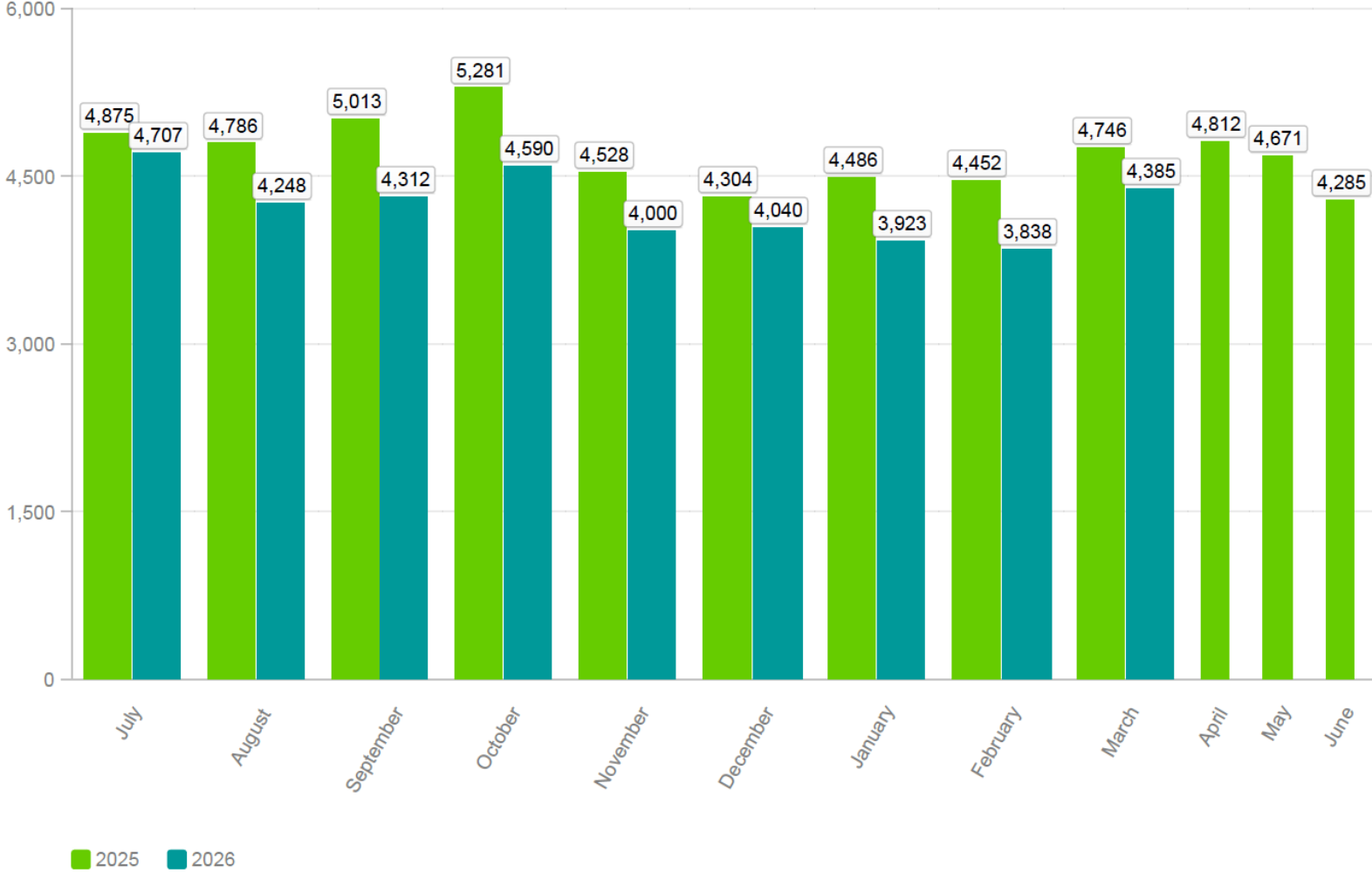
- 0 trip denials

Trip Refusals occur when a rider does not accept a pick-up window scheduled within the regulations.

Marin Access Paratransit Ridership

Month over month ridership for local and regional paratransit continues to remain below pre-pandemic levels.

March 2026

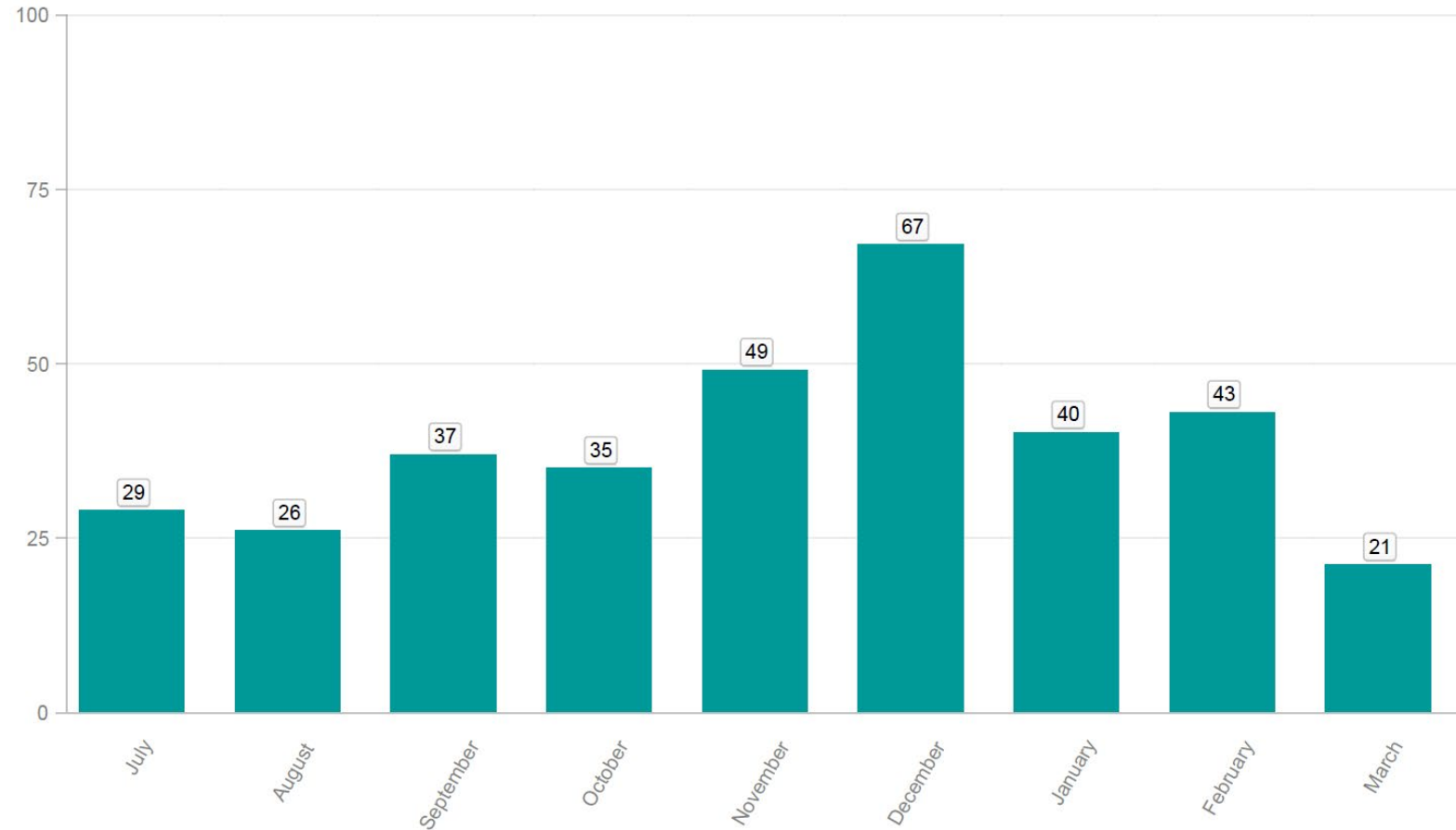


Marin Access Same Day Paratransit Ridership

Month over month ridership for same day paratransit remains relatively low indicating that riders are using the service selectively when needed.

These trips are included in the totals for local paratransit service.

March 2026



Marin Access Paratransit Riders per Hour

Riders per hour for local paratransit was **1.78** and rides per hour for regional paratransit was **1.15**.

Year to date averages are **1.73** for local paratransit and **1.16** for regional paratransit.

Local Paratransit



Year To Date Average

1.73

Regional Paratransit



Year To Date Average

1.16

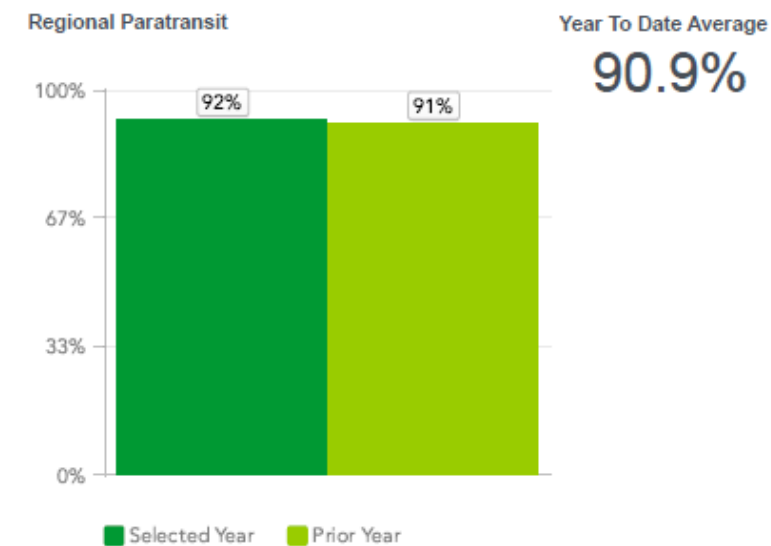
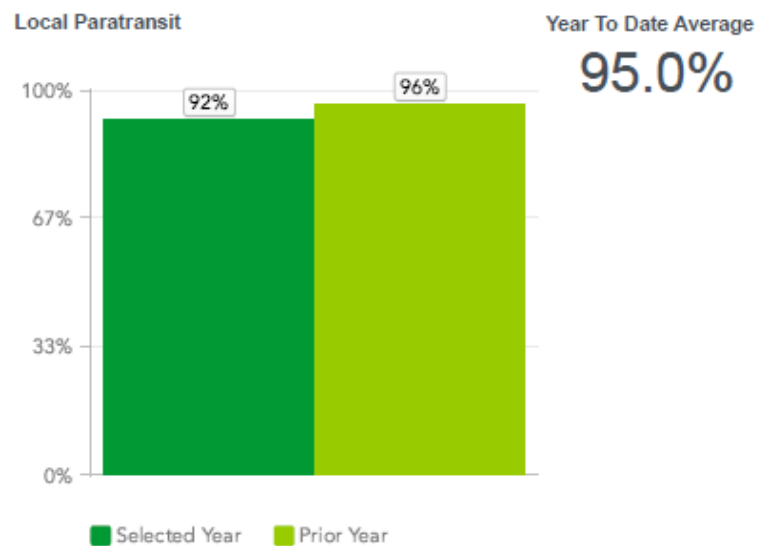
Performance Standard – Riders / Per Hour

- Local – 2.0
- Regional – 1.0



Marin Access Paratransit On Time Performance

On time performance for local paratransit was **92%** and **92%** for regional paratransit.



- Performance Standard – On Time Performance**
- Local – 90%
 - Regional – 90%



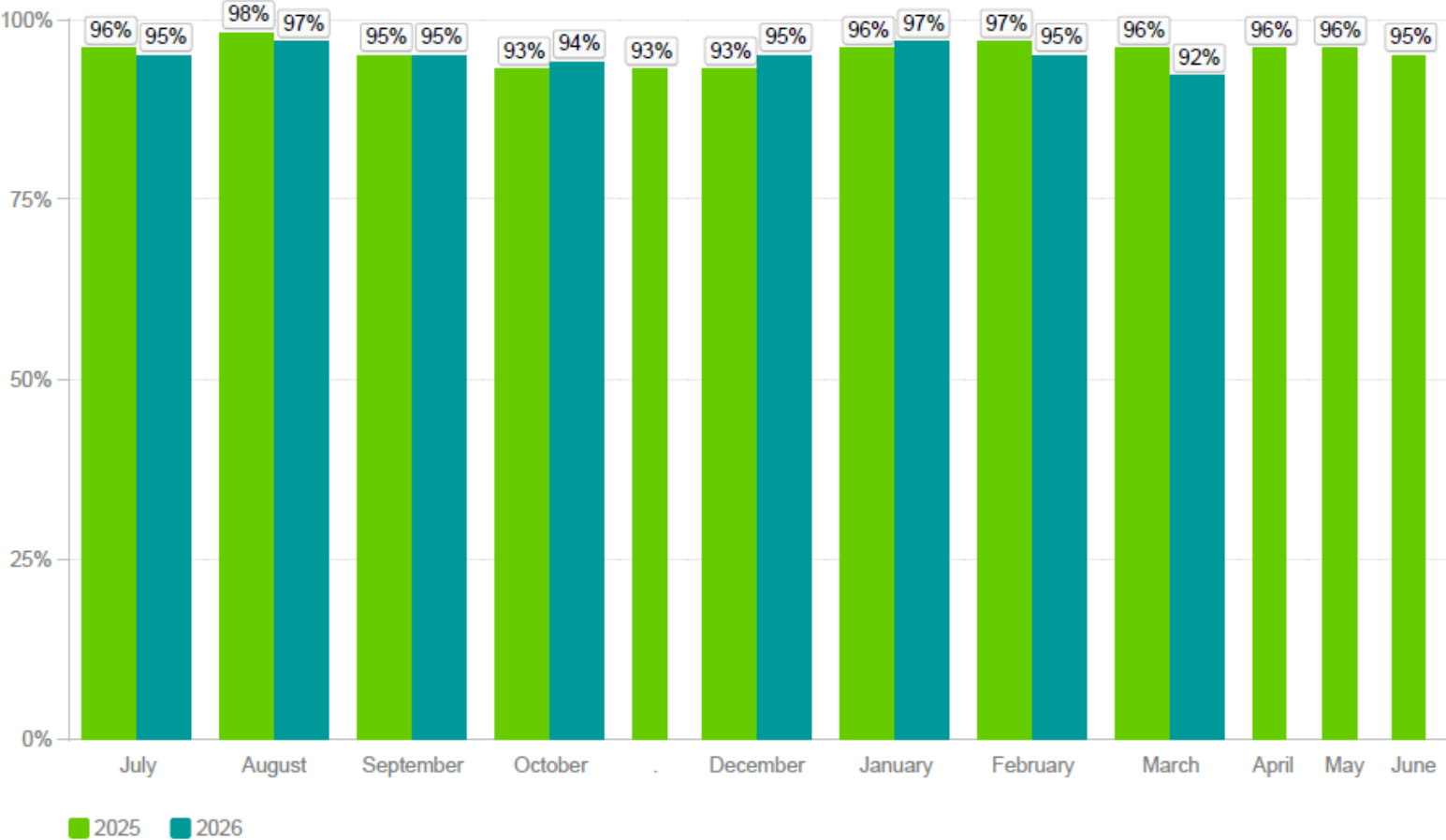
Marin Access Paratransit On Time Performance

On-time performance for local paratransit has continued to remain above 90%.

OTP in March was **92%**. This exceeds the performance standard.

- Performance Standard – On Time Performance**
- Local – 90%
 - Regional – 90%

March 2026



Marin Access Paratransit On Time Performance

On-time performance for regional paratransit has slight fluctuations.

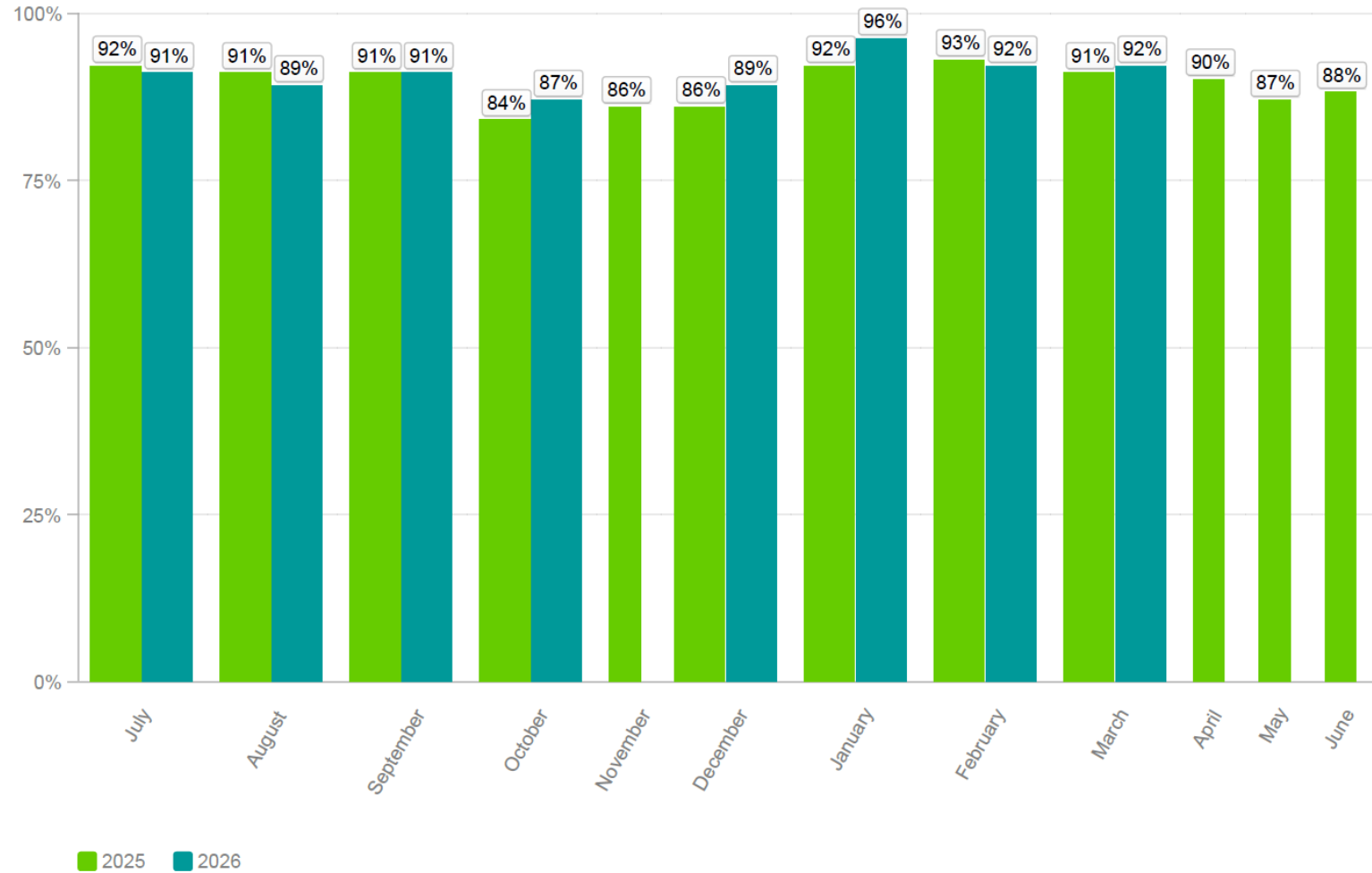
OTP in March was **92%**.
Regional OTP in discussion to meet performance standard.

Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%

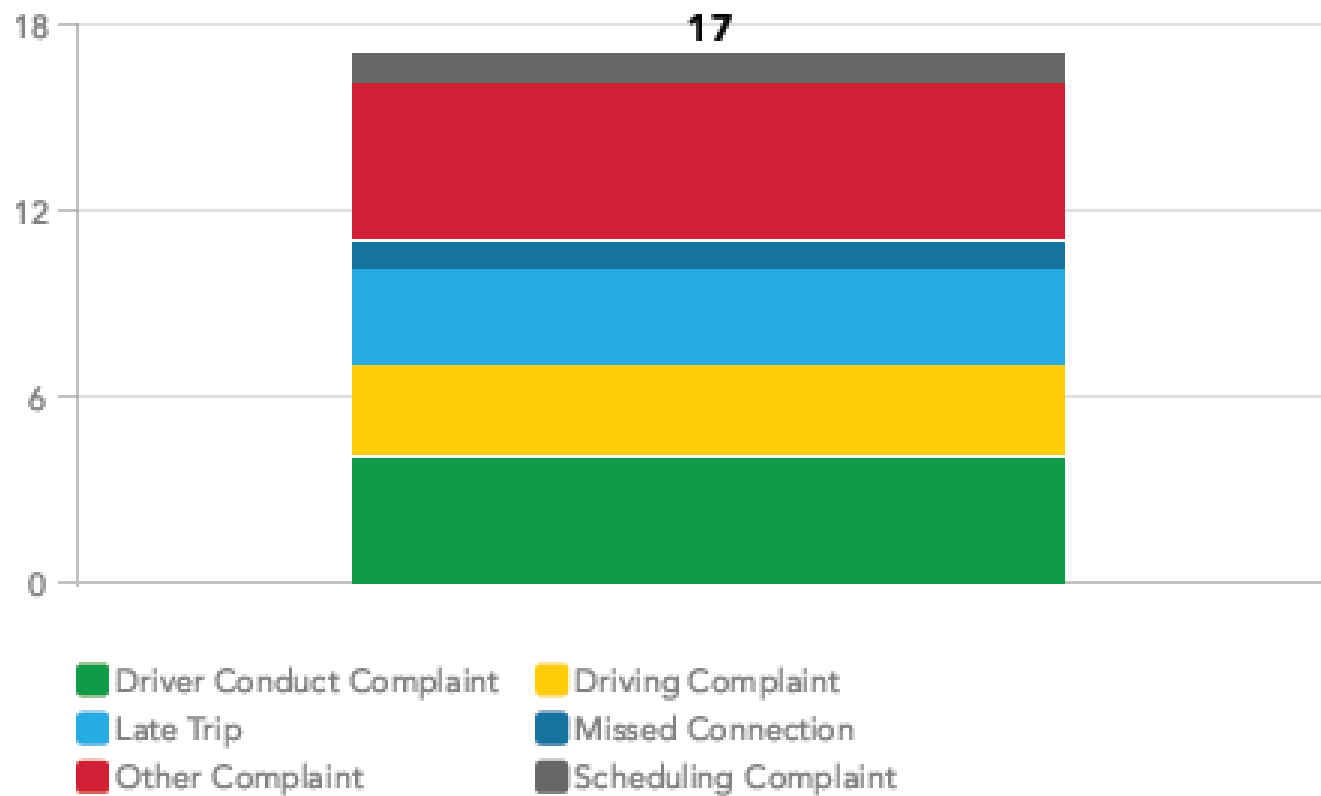


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Marin Access Feedback

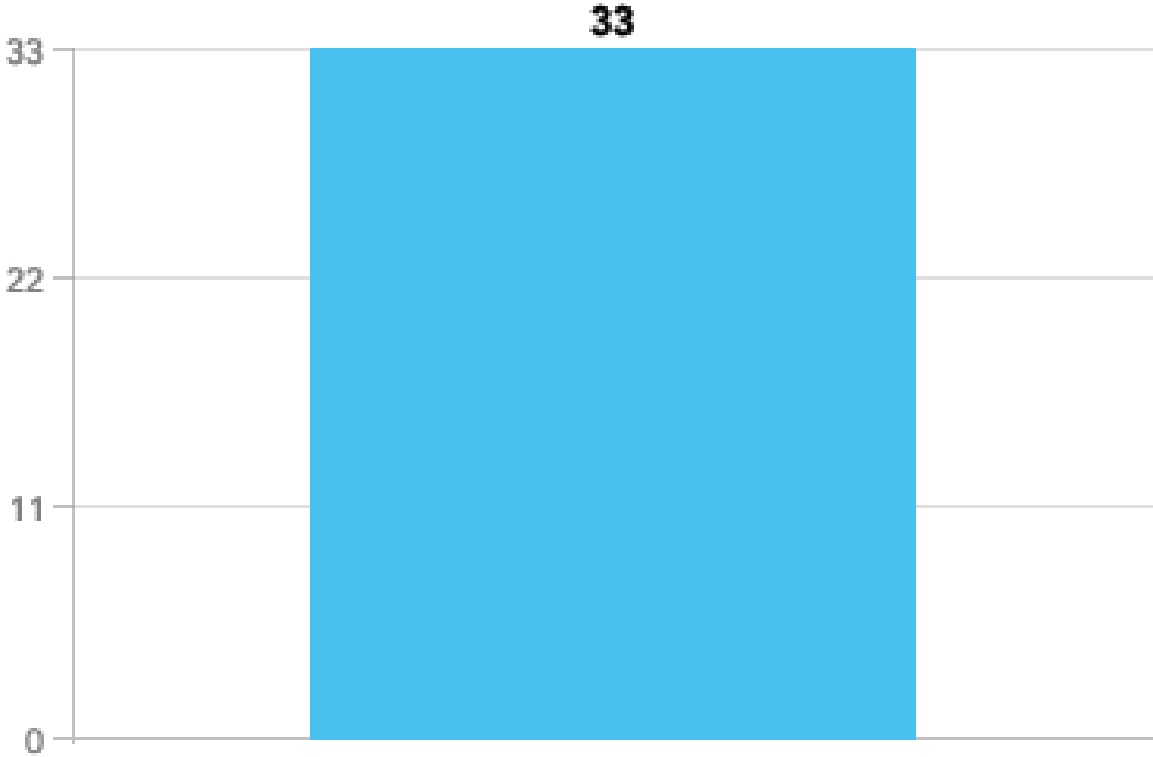
In March, there were 17 complaints for Marin Access.



Marin Access Feedback

In March, there were **33** commendations for Marin Access.

March 2026



Thank you